

# Manual of Administration

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| <b>TOPIC:</b><br><br>Human<br>Resources | <b>SUBJECT:</b><br><br>Employee Traumatic<br>Incident Debriefing | <b>Code:</b> HR187              |
|   |  | <b>Date of Issue:</b> June 2004 |
|   |  | <b>Revised:</b> August 2012     |
|   |  | <b>Page</b> 1 of 2              |

**PURPOSE:** To clarify the process of Traumatic Incident debriefing Avenue II employees when their physical and/or emotional health have been or may be compromised due to a traumatic work-related event, such as a death, accident, abuse, violence, or serious and sudden change in health status.

## **DEFINITIONS:**

**Traumatic Incident Debriefing:** Designed to minimize the impact of a traumatic incident and assist the person(s) in coping with the stress or reactions associated with the incident and to help people understand it is a normal response to an abnormal situation.

**Debriefing Process:** The debriefer will facilitate a healing process where the employee can share their experiences in a safe and structured environment.

**DEBRIEFING IS CONFIDENTIAL AND DISCUSSIONS ARE NOT DOCUMENTED, WITH THE EXCEPTION OF VIOLATION OF AVENUE II POLICY OR LAW**

## **PROCEDURE:**

1. Debriefing will be offered to an employee due to a traumatic work-related event or an employee has requested debriefing.
  - 1.1 Staff must contact a Manager or On-Call (after hours) to access a member of the debriefing team.
  - 1.2 The staff will be given a list of debriefers to choose from.
  - 1.3 The first available debriefer of the staff's choice will be called in to debrief.
  - 1.4 The debriefer must be called in by Management in order to be compensated.
2. Debriefing will offer the most benefit when it occurs four to seven days after the event, however, employees will be able to access this service at any given time.
3. Debriefing must be offered to an employee in one of the following forms: Internal Debriefing or the Employee Assistance Program (EAP).

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|   |  | <b>Page</b> 2 of 2              |

4. Where a serious and traumatic work-related event has occurred and staff are not interested in participating in debriefing, they may be required to meet with a debriefer for a short information session on Post Traumatic Stress and ways to cope. Staff will be scheduled to attend by their Manager.
5. Debriefing is available 24 hours a day, 365 days a year.

**EAP 684-1874**  
**Toll Free 1-866-397-0399**  
**After hours emergency service 1-800-668-9920**  
**Through the Avenue II office or On-Call Supervisor after hours**